

College of the Redwoods

Position Description

Position: Student Services Specialist, IV	Position Number:
Department:	FLSA: Non-exempt
Reports to:	Salary Grade: 116

Summary

Performs technical, clerical and professional duties in connection with admitting and registering students for courses, advising students on financial aid and loans, performing initial analysis and making recommendations regarding the disposition of residency and transcripts of incoming students, providing outreach services and activities related to initial enrollment, and planning and implementing special programs for students as requested. Provides technical assistance and information to students, staff and the public regarding College services, programs, policies, and procedures.

Essential Duties and Responsibilities

- Participates in the planning and presentation of outreach information, fairs and programs for the district.
- Assists as requested in the preparation and presentation of new student orientation programs.
- Processes incoming student documents and records.
- Prepares and transmits correspondence to students requesting verification of status and related information. Responds to requests from other educational institutions and agencies involving the verification of student status and records.
- Assists as requested with the processes and activities related to academic assistance programs.
- Assists in fraud prevention and reporting.
- Provides one-on-one or group advisement for students, parents, or others regarding financial aid, admissions, and special programs issues, procedures to award, reasons for denial or lack of eligibility, deadlines, petition processes and other relevant issues.
- Instructs students on the correct ways to complete forms and applications. Explains the applications, requirements and restrictions. Reviews and resolves problems with completed forms for accuracy and completeness.
- Provides assistance and information to students regarding admissions, financial aid, registration, records, enrollment, fees and other areas of student services.
- Maintains and audits student records to assure accuracy.
- Analyzes data and makes independent decisions when approving or denying a variety of applications, petitions and appeals.

- Researches and interprets state and federal regulations.
- Performs routine administrative and record keeping duties; including queries, gathering data for state and federal reporting and for outreach efforts.
- Answers telephones and emails and provides information and assistance as required.
- Schedules appointments and maintains schedules for counselors, advisors, and administrators.
- Trains student workers in appropriate technical aspects of their work.
- Provides customer service to students, helps resolve student issues, and refers them to appropriate services.
- Compiles statistical data, reports routine administrative or financial transactions or other data and maintains various department information onto established data entry formats. Searches out information in departmental records and files.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents. Enters and updates information into system according to standard formats.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

Knowledge and Skills

The position requires a working knowledge of the policies and procedures associated with all Student Services programs. Requires a working knowledge of federal and institutional satisfactory academic progress policy. Requires a working knowledge of regulations and institutional policies relevant to admissions, registration, accounts payable, and receivable. Requires knowledge of and skills with routine office policies, procedures and equipment, including PCs and applicable student information databases, word processing and spreadsheet applications. The position requires skills sufficient to provide basic advising to students on an informal level. Requires a working knowledge of applicable College services, requirements, policies, and procedures governing admissions. Requires sufficient organizational skills to maintain up-to-date and accurate student files. Requires sufficient human relations skills to convey College and technical information to new students and the public in both group and individual formats, and help resolve problems with initial enrollment or registration. Requires sufficient math skills to compute totals from existing fee tables.

Abilities

Must be able to perform all of the duties of the position with only general supervision and support. Requires the ability to maintain a complete set of records and reports consistent with defined requirements. Must be able to interact with a wide range of contacts with courtesy and patience. Requires the ability to maintain the confidentiality of student records and information. Must be able to perform all of the administrative and record keeping duties of the position including operation of computer software programs designed for student information.

Physical Abilities

Requires sufficient hand eye coordination to recognize numbers, letters, and words; to use a typewriter style computer keyboard. Requires ambulatory ability to reach to shelves for placement of lightweight objects (less than 10 pounds). Requires auditory ability to carry on conversations in person and over the phone.

- **Education and Experience**

The position requires the equivalent of an Associates degree and two years of related work experience such as loan origination, registration/enrollment services, outreach, financial aid, or basic accounting. Consideration would also be given to experience in an education support role such as instructional support or library. Additional relevant experience may substitute for education.

- **Licenses and Certificates**

Requires a valid driver's license